

SERVICE MANAGEMENT PROGRAM, METHOD, AND
APPARATUS FOR HOTEL FACILITIES

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ABSTRACT OF THE DISCLOSURE

10 The present invention provides a service management program, method, and apparatus for hotel facilities in order to ensure that the present service conditions of the hotel facilities are always obtained at the account places of the hotel facilities so that the most suitable services are offered to the guests of the hotel when the 15 guests visit the hotel facilities. The service management program executes a room-number-input step of obtaining and inputting the room number of a guest when the guest visits the hotel facility; a lodging management system conjunction step of transmitting the room number of the 20 guest to a lodging management system to obtain information about the guest concerned; and a service indication step of comparing a service management table with information about the guest, and of indicating a service suitable for the guest's attributes. The service 25 management method comprises all of the above steps, and the service management apparatus includes the above program.